

**Amendments to the Claims:**

This listing of claims will replace all prior versions and listings of claims in the application.

**Listing of Claims:**

1. (Currently Amended) A computerized method for evaluating the satisfaction and value of information technology services as perceived by an external customer[[s]] using information technology services provided by an information technology organization, the method comprising the steps of:

(a) — connecting the external customer to a collection of databases, the collection of databases comprising an engagement model database, an engagement family database, and an engagement template database;

retrieving a first engagement template from the engagement template database;  
presenting a plurality of user interfaces of the first engagement template to the external customer whereby the external customer can provide input data on a plurality of information technology service attributes, ~~presenting a first engagement template having a set of questions to be answered by the external customers pertaining to a plurality of information technology service attributes, the~~ the information technology service  
attributes comprising:

understanding the external customer and a purpose and objective of the information technology service to the external customer;

an extent to which the information technology organization providing the services and the external customer function as a team;

a consistency with which the information technology organization executes and delivers the services to the external customer;

an extent to which the information technology organization manages and improves and supports the information technology services delivered to the external customer;

a degree to which the delivery of the information technology services are measured and satisfy the external customer's expectations[.], ] ;

~~the set of questions further comprising presenting additional user interfaces having~~ a focus area of the service attribute, a set of descriptions of the service attribute, a set of considerations of the service attribute, and an example of the service attribute;

~~(b) presenting and completing a retrieving a second engagement template from the engagement template database;~~

~~presenting a plurality of user interfaces of the second engagement template to the external customer whereby the external customer can provide input data, the second engagement template comprising an assessment matrix having a plurality of rows and columns, each row corresponding to a respective one information technology service attribute selected from the group of policies and procedures, team work, consistency of delivery, defect handling, and use of results, and each column corresponding to a respective one level of maturity of the information technology service attribute selected from the group of ad hoc, repeatable, consistent, exceptional, world class, the maturity;~~

~~providing metrics of the external customer's satisfaction of each information technology service attribute determined by the external customers' answers to its respective set of questions customer's input data pertaining to each information technology service attribute in response to the first engagement template; and~~

~~(e) determining if providing metrics of a degree to which the external customer and the information technology organization delivering the information technology services and the external customers using the services have a common understanding of the scope and the objectives of the information technology services; and to identify identifying any disparity between [[the]] expectations of the information technology organization delivering the information technology services and [[the]] expectations of the external customer[[s]] using the services;~~

~~by evaluating the answers to the set of questions customer's input data to the second engagement template; and~~

~~outputting a maturity metric the maturity of the respective each information technology service attribute.~~

2. (Currently Amended) The computerized method for evaluating the satisfaction and value of information technology services as perceived by the external customer[[s]] using information technology services provided by an information technology organization[[.]] of claim 1 wherein the service attribute to be measured by the first engagement template is the definition and understanding of the information technology service and the first engagement template presents one or more of user interfaces to the external customer requesting input data on a plurality of focus areas of the first engagement template comprises comprising:

[[the]] a definition of [[the]] each information technology service provided by the information technology organization to the external customer;

whether [[the]] levels of delivery of the information technology service to the external customer are defined and understood;

[[the]] a scope of the information technology service delivered to the external customer;

[[the]] a definition of the objectives of the information technology services delivered to the external customers; and

whether the usage of the information technology service by the external customer is defined and clear.

3. (Currently Amended) The computerized method for evaluating the satisfaction and value of information technology services as perceived by the external customer[[s]] using information technology services provided by an information technology organization[[.]] of claim 2, further comprising:

wherein the service attribute measured by the first engagement template is definition and understanding of the information technology service provided, and the focus area is the definition of the service, and the first engagement template presents one or more user interfaces to the external customer requesting input data on descriptions and considerations of the measured service attribute comprising:

if the information technology service is defined in terms of its respective deliverables, inputs and key activities;

[[the]] delivery requirements of the information technology service;  
the external customer preferences of the information technology service;  
[[the]] restrictions on the information technology service; and

the first engagement template presents one or more user interfaces to obtain the external customer's input to obtain metrics on the example pertaining to the focus area question of whether the information technology service is defined for the service attribute of definition and understanding of the information technology service provided by the information technology to the external customer, the user interfaces requesting and providing for the external customer's input on whether comprise:

the information technology service is defined through a service agreement;

the information technology service is defined thoroughly via service documentation; or

the information technology service is a one page summary with little focus on ensuring understanding.

4. (Currently Amended) The computerized method for evaluating the satisfaction and value of information technology services as perceived by the external customer[[s]] using information technology services provided by [[a]] an information technology organization, as in [[of]] claim 2, further comprising:

wherein the service attribute measured by the first engagement template is definition and understanding of the information technology service provided, and the focus area is the levels of delivery, and the first engagement templates template presents one or more user interfaces to the external customer requesting input data on descriptions and considerations of the measured service attribute comprising:

is there a clear definition of the service levels;

is there a common understanding of the service and service levels between the information technology organization and the external customer;

is there an analysis of and balance between a plurality of needs of the external customer and a delivery capability of information technology organization;

are all of one or more policies clear and understood by the external customer and the information technology organization; and

the first engagement template presents one or more user interfaces to obtain the external customer's input to obtain metrics on ~~wherein the example pertaining to the focus area question~~ of whether the levels of delivery of the information technology service to the external customer are defined and understood, the user interfaces requesting and providing for the external customer's input on whether comprises: the external customer ~~expecting~~ expects a problem to be resolved at all times anytime and all the time but the information technology organization resolves a plurality of specific problems during regular working hours.

5. (Currently Amended) The computerized method for evaluating the satisfaction and value of information technology services as perceived by the external customer[[s]] using information technology services provided by an information technology organization, of claim 2[[. ]], further comprising:

~~wherein~~ the service attribute measured by the first engagement template is definition and understanding of the information technology service provided, and the focus area is the scope of the information technology service, and the first engagement template presents one or more user interfaces to the external customer requesting input data on descriptions and considerations of the measured service attribute comprising:

determining if [[the]] inclusions and exclusions of the information technology services are clear, agreed to by the external customer[[s]] and the information technology organization and any of a plurality of other parties, and if ~~they~~ the inclusions and exclusions are documented; and

~~wherein~~ the first engagement templates presents a user interface to the external customer of the example pertaining to the focus area of whether the levels of delivery of the information technology service to the external customer are defined and understood,

comprises whether new installation of information technology services done through a is accomplished by means other than move/add/change requests.

6. (Currently Amended) The computerized method for evaluating the satisfaction and value of information technology services as perceived by the external customer[[s]] using information technology services provided by an information technology organization, of claim 1 wherein the ~~assessment matrix of the~~ second engagement template further comprises presents a user interface having a current measured maturity level of at least one service attribute and a desired maturity level of the at least one service attribute determined by the external customer's input data to the first engagement template and second engagement template.

7. (Currently Amended) A computerized method of assessing an external customer's perception of the information technology services provided by an information technology organization, the steps of the method comprising:

retrieving a first engagement template and a second engagement template from an engagement template database connected to a terminal application used by the external customer through a network; (a) evaluating the delivery of information technology services to the external customer using at least two engagement templates;

[[a]] the first engagement template providing a plurality of user interfaces to an external customer to obtain input data of being a matrix of different levels of maturity of an information technology service using a matrix format for a plurality of attributes of the information technology service[[s]], the attributes comprising definition and understanding of the information technology service, the quality of the information technology service, the marketing and communications of the information technology service, the achievement of results of the information technology service,

[[a]] the second engagement template presenting a plurality of user interfaces to an external customer to obtain input data of the questions to determine a customer's perception of the level of maturity of each of the attributes of information technology services;

(b) comparing processing the customer's perception input data of the at least one attribute of information technology services to obtain a measured metric of maturity of the at least one attribute;

comparing the measured metric of maturity to with the different levels possible metrics of maturity of the information technology service attribute; and

(e) outputting providing a report with recommendations for improving the delivery of the at least one attribute of information technology services to the external customer based on the comparison of the customer's perception with the different levels of maturity the step of comparing the measured metric of maturity with the possible metrics of maturity.

8. (Currently Amended) The method of assessing an external customer's perception of information technology services provided by an information technology organization including the steps of Claim 7 wherein the second engagement template includes presenting and interviewing the external customers with detailed questions about presents a plurality of user interfaces to obtain the external customer's input data regarding the plurality of information technology services, the detailed questions having user interfaces presenting at least one focus area along with a set of descriptions, and considerations[[.]] and an example for each focus areas to determine an in depth assessment of obtain the external customer's perception and the input data and process the input data to obtain metrics of the current level of maturity of information technology services provided by the information technology organization.

9. (Currently Amended) The method of assessing a customer's perception of information technology services including the steps of Claim 7 wherein the first engagement template uses presents a user interface of detailed matrices in a workshop to obtain the external customer's input data and process the input data to obtain metrics of the identify a current level of maturity of at least one service attribute and a desired level of maturity of the at least one service attribute in a workshop approach with customers and the step of providing a outputting the report includes comparing the current level of

maturity provides a user interface having a display comparing the metrics of the current maturity with the desired level of maturity of information technology services for different aspects of information technology service delivery.

Claims 10-13 (Cancelled)

14. (Currently Amended) The method of assessing an external customer's perception of the information technology services provided by an information technology organization as in claim 7 wherein the first engagement template and the second engagement template present user interfaces to obtain the external customer's input data and process the input data to obtain metrics of an information technology service attribute is comprising data processing applications for inventory control.

15. (Currently Amended) The method of assessing an external customer's perception of the information technology services provided by an information technology organization as in claim 7 wherein the first engagement template and the second engagement template present user interfaces to obtain the external customer's input data and process the input data to obtain metrics of an information technology service attribute is comprising data processing applications for invention control.

16. (Currently Amended) The method of assessing an external customer's perception of the information technology services provided by an information technology organization as in claim 7 wherein the first engagement template and the second engagement template present user interfaces to obtain the external customer's input data and process the input data to obtain metrics of an information technology service attribute is comprising data processing applications for financial reporting.

17. (Previously Presented) The method of assessing an external customer's perception of the information technology services provided by an information technology organization as in claim 7 wherein the first engagement template and the second



engagement template present user interfaces to obtain the external customer's input data and process the input data to obtain metrics of an information technology service attribute is comprising data processing applications for payroll.

18. (Currently Amended) The method of assessing an external customer's perception of the information technology services provided by an information technology organization as in claim 7 wherein the first engagement template and the second engagement template present user interfaces to obtain the external customer's input data and process the input data to obtain metrics of an information technology service attribute is comprising data processing applications for computer aided design and manufacturing (CADAM).

19-20. (Cancelled)

21. (Currently Amended) The computerized method for evaluating the satisfaction and value of information technology services as perceived by the external customer[[s]] using information technology services provided by an information technology organization[[.]] of claim 2, further comprising:

~~wherein~~ the service attribute measured by the first engagement template is definition and understanding of the information technology service provided, and the focus area is the service objectives, and the first engagement template presents one or more user interfaces to the external customer requesting input data on descriptions and considerations of the measured service attribute comprising:

~~that if~~ the objectives of the measured information technology services ~~should be~~ are specific, measurable, aggressive, realistic, and time-based; and

~~wherein~~ the first engagement templates presents one or more user interfaces having examples to assist the external customer to provide input for processing metrics on examples pertaining to the focus area of the objectives of the information technology services delivered to the external customers, comprise the examples comprising:

delivering a help desk service to service an external customers needs is a bad example of defining the objectives of the information technology services; and

responding to the external customer's move/add/change requests within one business day of receiving the request.

22. (Currently Amended) The computerized method for evaluating the satisfaction and value of information technology services as perceived by the external customer[[s]] using information technology services provided by an information technology organization[[.]] of claim 2, further comprising:

wherein the service attribute measured by the first engagement template is definition and understanding of the information technology service provided, and the focus area is usage of the information technology service by the external customer, and the first engagement template presents one or more user interfaces to the external customer requesting input data on descriptions and considerations of the measured service attribute comprising:

if the information technology organization knows how and when the information technology service will be used by the external customer;

if the external ~~customers know~~ customer knows how and when the information technology service is intended to be used; and

wherein the first engagement template presents one or more user interfaces to obtain the external customer's input to process metrics on ~~examples pertaining to the~~ focus area of the usage of the information technology services delivered to the external customer[[s]], ~~comprise:~~ the relative usage of a workstation and whether installation of a workstation ~~user not would not be~~ designed to support a large number of external customers.

23. (Currently Amended) The computerized method for evaluating the satisfaction and value of information technology services as perceived by the external customer[[s]] using information technology services provided by an information technology organization[[.]] of claim 1, wherein the second engagement template ~~is a~~ presents a user interface of a matrix comprising no more than twenty information technology service attributes to obtain the external customer's input data and process the input data to obtain metrics for a quick, general and/or a medium depth engagement model.